31. (New) The method of claim 29, further comprising defining a second script using the at least one page and a third question from the stored plurality of questions.

REMARKS

Applicants have amended the Title, the Abstract and the Specification. In addition, Applicants have amended Claims 1-20 and 22, and have further added new claims 23 through 31. Thus, Claims 1-31 are pending in the Application. Applicants respectfully request reconsideration of all pending claims in view of the foregoing amendments and following remarks.

A.   The Office Action objects to the drawings for various informalities. With regard to Figure 3b, Block 13, Applicants respectfully submit that Block 13 is a "convince to buy page" as indicated in the Specification at page 11, line 10, notwithstanding the fact that the illustrated example concerns a "pager." With reference to Figures 3a and 3b, Applicants respectfully submit that the foregoing amendments to the Specification obviate the grounds for the objection. Applicants respectfully request that the objections to the drawings be withdrawn.

B.   The Office Action objects to the Title. Office Action Item 4 at page 2. Applicants respectfully submit that the foregoing amendments obviate the grounds for objection. Withdrawal of the objection to the Title is respectfully requested.

C.   The Office Action objects to the Abstract. Office Action Item 5 at page 2. Applicants respectfully submit that the amendments to the Abstract obviate the grounds for objection. Withdrawal of the objection to the Abstract is respectfully requested.

D.   The Office Action objects to Claims 1-22 for various informalities. Office Action Item 6 at page 3. Applicants respectfully submit that the Amendments to the Claims obviate the grounds for objection. Withdrawal of the objections to Claims 1-22 for various informalities is respectfully requested.

E.   The Office Action objects to Claims 15, 16 and 22 under 35 U.S.C. §112, second paragraph. Applicants respectfully submit that the foregoing amendments obviate the grounds for the rejection. Withdrawal of the objections to Claims 15, 16 and 22 under 35 U.S.C. §112, second paragraph is respectfully requested.

F.   The Office Action rejects Claims 1-22 under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 5,878,423 to Anderson et al. (Anderson). Office Action Item 10, at page 4. Applicants respectfully traverse.

A rejection under 35 U.S.C. §102(e) is not proper where a reference fails to teach all recited features of the claim.

Anderson discloses a system and method for dynamically processing an index to create an ordered set of questions. *See* Summary of Anderson. Figure 3 of Anderson shows a hierarchy of domains, index categories and terms. Anderson discloses that questions associated with the index categories are arranged according to a question set order. *See e.g.,* column 5 lines 18-22. Anderson further discloses that the question set order is associated with the importance and utility of each question in searching for information. *See, e.g.,* column 11, lines 41-45 of Anderson. Anderson also discloses that where a system produces a quantity of information exceeding a preset threshold, the system prompts a user to select the next most important search term. *See e.g.,* col 20, lines 9-10 and Fig. 6B, steps 670 and 675 of Anderson. Thus, Anderson appears to teach little more than a set of priortized questions.

By contrast, claim 1 of the present invention recites a "hierarchal set of structured pages." Applicants, acting as their own lexicographer, have defined "pages" to mean "a set of questions, including branching where a branch is a single link between one question and another or between one page and another representing a transfer of control." *See* page 12, lines 29-31 of the Specification. Thus, applicants respectfully submit that for at least the reason that Anderson fails to disclose "Pages" having the feature of branching as recited in claim 1, claim 1 contains patentable subject matter.

Moreover, claim 1 recites "user responses causing the system to either (*i*) link to an associated database, or (*ii*) link to another question in the script." This is in sharp contrast to the teachings of Anderson, which rely on a system response (retrieving data and comparing to a threshold) to select a next question from the prioritized set of questions. Thus, Applicant

respectfully submit that for at least the reason that Anderson fails to disclose a response based on "user responses" and combinations thereof, as recited in claim 1, claim 1 contains patentable subject matter.

Applicants further submit that claim 1 is not obvious in view of Anderson, since there is a lack of suggestion or motivation to modify the cited reference.

Claims 2-14 contain patentable subject matter for at least the reason that they depend from allowable claim 1, as well as for their additionally recited features. Claim 16 contains patentable subject matter for at least reasons similar to claim 1, and claims 17-22 contain patentable subject matter for at least the reason that they depend from allowable claim 16 as well as for their additionally recited features.

Withdrawal of the rejection to claims 1-22 under 35 U.S.C. §102(e) is respectfully requested.

G.   Applicants have added new claims 23-31, and believe them to be in condition for allowance.
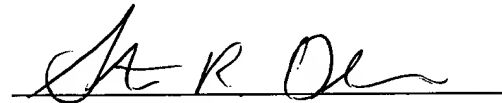
CONCLUSION

Applicants respectfully submit that all stated grounds for rejection have been properly traversed, accommodated, or rendered moot. Applicants therefore submit that all pending claims are in condition for allowance. Examiner is invited to telephone the undersigned representative if an interview might be useful to place the application in better condition for allowance.

Dated: _____10/29/02_____

Respectfully submitted,
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Enclosure: Appendix with mark-up copy of Claim Amendments and replacement copy of the Abstract

Request for Approval of Drawing Amendment

APPENDIX

IN THE CLAIMS:

1.   (Amended)   A system [(101)] for facilitating interaction between a customer and a service provider, said system being configurable and comprising a set of reusable components; said system further comprising a script [(11)] and an associated database [(103)], wherein

      a)   said script [(11)] comprises a hierarchical set of structured pages [(13)] ,

      b)   at least one of said one or more pages [(13)] comprising a structured set of questions [(17)],

      c)   at least one of said questions [(17)] having <u>user</u> responses [(19)], and

      d)   at least one of said <u>user</u> responses [(19)] causing the system to either

            i)   link to an associated database, or

            ii)   link to another question [(15)] in the script [(11)].

2.   (Amended)   The system [(101)] of claim 1 wherein said reusable components comprise objects, data, public functions, and private functions, and wherein said public functions can be accessed through derived classes of objects.

3.   (Amended)   The system [(101)] of claim 1 wherein said reusable components comprise routines, subroutines, and functions, pass data through global variables to local variables therein, and are accessed through calls.

4.   (Amended)   The system [(101)] of claim 1 wherein said link to an associated database is a query.

5.   (Amended)   The system [(101)] of claim 4 wherein the output of the database is a link to another question in the script.

6.   (Amended)   The system [(101)] of claim 4 wherein the output of the database is data related to the interaction.

7.   (Amended)   The system [(101)] of claim 1 wherein the link to another question [(15)] in the script [(11)] is a link to another question [(15)] in another page [(13)] in the script [(11)].

8.   (Amended)   The system [(101)] of claim 1 wherein said system [(101)] further comprises computer program code for facilitating interaction between a customer and a service provider, said computer program code comprising a script and an associated database, wherein said computer program code causes the system to:

    a)   present a question [(17)] to a user[,];

    b)   receive a response [(19)] from the user[,]; and

    c)   branch to link [(19)] to

        i)   the associated database [(103)] or

        ii)   to another question [(17)]

    in response to the user's response to the question.

9.   (Amended)   The system [(101]) of claim 8 wherein the computer program code causes a query of the associated database [(103].

10.   (Amended)   The system [(101)] of claim 9 wherein the computer program code causes the database [(103)] to output a link to another question [(107)] in the script [(11)].

11.   (Amended)   The system [(101)] of claim 9 wherein the computer program code causes the database to output data related to the interaction.

12.   (Amended)   The system [(101)] of claim 8 wherein the computer program code cause a link to another question [(17)] which is in another page [(13)] in the script [(11)].

13.   (Amended)   The system [(101)] of claim 8 wherein said computer program code comprises base objects containing data, public functions, and private functions, and said computer program code is configured to utilize additional classes of objects inheriting properties of said base objects.

14. (Amended) The system [(101)] of claim 8 wherein said computer program code comprises functions, routines, and subroutines, containing data, global variables, and local variables, and said computer program code is configured to utilize additional calls calling said functions, routines, and subroutines.

15. (Amended) The system [(101)] of claim 1 wherein said [computer comprises] system is configured to verify one or more of the absence of unreachable pages, unreachable questions, and missing answer branches, and the presence of pages called by the script and translations.

16. (Amended) A method of configuring software adapted for facilitating interaction between a customer and a service provider utilizing a script [(11)] and an associated database [(103)], said method calling a set of reusable components, and wherein

    a)   said script [(11)] comprises a hierarchical set of structured pages [(13)],

    b)   at least one of said one or more pages [(13)] comprising a structured set of questions [(15)],

    c)   at least one of said questions [(17)] having <u>user</u> responses [(19)] , and

    d)   at least one of said likely <u>user</u> responses [(19)] causing the [system] <u>software</u> to either

        i)   link to an associated database [(103)], or

        ii)   link to another question [(17)] in the script [(11)],

said method comprising the steps of:

    a)   presenting a question [(17)] to a user[,]<u>;</u>

    b)   receiving a response [(19)] from the user[,]<u>;</u> and

    c)   branching [(21)] in response to the user's response to the question to link to

        i)   the associated database [(103)], or

        ii)   to another question [(17)].

17. (Amended) The method of claim 16 comprising querying the database [(103)] through the said link to the associated database is a database query or a database entry.

18. (Amended) The method of claim 17 wherein the output of the database [(103)] is a link to another question in the script.

19. (Amended) The method of claim 17 wherein the output of the database [(103)] is data related to the interaction.

20. (Amended) The method of claim 16 comprising linking to another page [(13)] in the script [(11)].

22. (Amended) The method of claim 16 comprising verifying one or more of the absence of unreachable pages, unreachable questions, and missing answer branches, and the presence of pages called by the script and translations.